



PUBLIC NOTIFICATION PROGRAM

South Carolina Wastewater Systems¹

SSO Initial Response / Reporting

1. Once the utility becomes aware of a Sanitary Sewer Overflow (SSO), the initial response will reflect the following activities:

- a. Respond – Respond to the SSO site.
- b. Terminate- Determine cause and take steps to stop the SSO.
- c. Assess – Assess severity of the SSO and impact on the area.
- d. Notify - Notify management per internal guidelines
- e. Contain- Contain the spill as much as possible.
- f. Clean up - Complete cleanup, document the actions and methods used.

2. Assess the risk to health and the environment:

- a. Did SSO reach water body or storm water conveyance system?
- b. Does the SSO pose a threat to public health or the environment?
- c. Is the SSO upstream from a water supply intake?

If the answer is **Yes** to any of the above questions:

- a. Notify all affected customers.
- b. Notify the community at large (if applicable).
- c. Notify supervisor up the chain of command to the COO.
- d. Notify external agencies from list – DHEC, ORS, River keeper, Local Government, Storm Water Division, Affected water supply intake (if applicable).

If the answer is **No** to all of the above items, then the volume associated with the SSO will be identified and used to determine the following activities.

Footnote 1-Applicable to Utilities, Inc. South Carolina Subsidiaries

3. Volume Calculation/Extent of SSO- ** Please see footnote regarding Tega Cay

- a. Less than 500 gallons** – Complete internal SSO report, attach to Incident Report and file internally. Not forwarded to any external parties.
- b. 500 gallons to 5,000 gallons** – Complete SSO Form 3685 and forward to DHEC within 24 hrs. If the SSO occurs after normal business hours, on a weekend or a holiday, call DHEC's 24-hr emergency response number (803-253-6488) or if outside of the Columbia area (1-888-481-0125). Submit DHEC Form 3685 the next business day by fax (803-898-4215).
- c. Greater than 5,000 gallons-** Follow the Public Notification Process below.

System related attributes used to determine the volume of the SSO:

- 1. Rate of flow observed by the responder
- 2. Size of opening that the wastewater is flowing, pipe size
- 3. Upstream flow sources that impact the SSO
- 4. Pressure in pipe
- 5. Gradient of piping
- 6. Local changes in elevation
- 7. Time of day in relation to diurnal flow pattern through the system
- 8. Pumping capacity (GPM) (GPM x time = Volume)
- 9. Wet well dimensions and characteristics
- 10. Pipe failure characteristics – split, shear, fracture, blockage.

After hours/On-call operator may not be familiar with all attributes that are applicable to the SSO and should request guidance from his supervisor when calculating the volume.

Public Notification

- 1. SSO over 5,000 gallons or that has the potential to affect public health-
 - a. Notify supervisor for distribution up the chain of command to the COO within two hours of discovery in accordance with UI's "Internal Incident Notification and Insurance Reporting Guidelines".
 - b. At the direction of the supervisor, issue a "No Swimming" advisory to residents in the area by voice reach, door hangers, or local media rapidly and within 24 hrs of discovery.
 - c. At the direction of the supervisor, post "No Swimming" advisory signs along the affected area of the water body rapidly and within 24 hrs of discovery.
 - d. Notify DHEC and confirm sampling requirements (location, frequency, # of samples, duration of sampling, and type of analysis).

- e. Public Notice to include location of source of SSO using street address or other appropriate method, specific areas affected in the community or addresses, of best estimate of start and end time of SSO, cause of the SSO, if known, description of source (e.g. manhole, pump station, force main, gravity main, clean out, service line), destination of SSO (e.g. water body, storm drain to surface water body), corrective actions and cleanup methods used, name and number of Utility contact for further information.
- f. Provide a copy of the Public Notice to DHEC.

**** Tega Cay Collection System**

All SSO's of any quantity are required to be reported to DHEC.

Criteria of selecting affected area for Public Notification:

1. SSO enters cove or drainage ditch flowing to cove:
 - i. Notify all residents/businesses bordering along the ditch and those bordering cove within 500 ft of spill entering the water body by door tag or voice reach.
 - ii. Post Public Notices every 100 ft along the affected area.
 - iii. Provide copy of the Public Notice to DHEC EQC Regional Office.
2. SSO enters lake along main body or not in a cove:
 - i. Notify all residents/businesses bordering shore within 300 ft of SSO entering a water body by door tag or voice reach.
 - ii. Post Public Notices every 100 ft along affected area.
 - iii. Provide copy of Public Notice to DHEC EQC Regional Office.
3. SSO does not enter a water body or a storm ditch draining to a water body:
 - i. Notify all residents/businesses that may be affected, either by door tag or voice reach.
 - ii. Post Public Notices at access locations to SSO site.
 - iii. Provide copy of Public Notice to DHEC EQC Regional Office.

The Regional Manager will determine whether warning signs will be posted along with public notice.